

First Guard Health Plan

Type of User:	Health Plan	Contact:	Susan Richart Project Manager
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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Medicaid – Adult and Child
Additions/Changes to Instruments	First Guard adds custom questions to the survey.
Purpose of Project	<ul style="list-style-type: none"> • State Medicaid HMO reporting • Internal quality indicators • Comparisons with other HMOs for quality improvement • Reporting to board and physician committees

Survey Administration

Administered Since	
Administration Mode	Mail with telephone follow-up (NCQA protocol)

Uses of Survey Results

Reporting	This sponsor publicly reports its results to meet the State's Medicaid reporting requirements. In addition, results are reported to management, the board of directors, medical providers, and members.
Quality Improvement	Results are reported to health plans and medical groups to support quality improvement projects.
Marketing/Publicity	None

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